

**State of California
DUTY STATEMENT**

MSH3002 (Rev. 9/26/16)

Department of State Hospitals

Box reserved for Personnel Section

5408 Control No.#		C&P Analyst Approval		Date
Employee Name		Division DSH – Metropolitan State Hospital		
Position No / Agency-Unit-Class-Serial 487-		Unit Hospital Police Protective Services		
Class Title Office Technician - Typing		Location Hospital Police Department		
SUBJECT TO CONFLICT OF INTEREST CODE <input type="checkbox"/> Yes <input type="checkbox"/> No	CBID	WORK WEEK GROUP	PAY DIFFERENTIAL	WORKING HOURS

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the department to meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

Under the general supervision of Chief of Hospital Police or designee, this position is responsible for executing a wide variety of clerical duties and public contact work for the Hospital Police Department. This position provides clerical support to the Chief of Police and/or designee. This position performs extensive clerical and keyboarding task, computer related task, and provides information to the public.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
75%	<p><u>ESSENTIAL FUNCTIONS (please no more than 45% per function)</u></p> <ul style="list-style-type: none"> • Answer telephone calls and distribute or route messages. • Type correspondence, memos, forms, and various office documents and reports that include but are not limited to, news releases, police reports, annual budget, department policies, monthly and annual reports. • Preparation, coordination and distribution of agendas, minutes, and materials for meetings. • Coordinates and confirms daily appointments, meetings, conferences and other department functions as requested by Chief of Hospital Police. • Receives, sorts and promptly distributes incoming and outgoing mail. • Maintain confidential and departmental files, including correspondence, minutes, and hospital and departmental policies and procedures. • Sorts, assembles, copies, files, processes and forwards any documents as required or directed. • Process transfer packets, State Attorney, Probation and Parole, Attorney's and Hospital Police Department files. • Establishes, maintains comprehensive and organized filing record system. • General clerical duties.
25%	<p><u>MARGINAL FUNCTIONS</u></p> <ul style="list-style-type: none"> • Assist with preparation of records, subpoena, contact witnesses, court dates and hearings. • Maintain inventories, order office supplies and materials.

All other duties and special projects as assigned consistent with this classification

Other
Information

SUPERVISION RECEIVED

- Under the general direction of the Chief of Hospital Police

SUPERVISION EXERCISED

- N/A

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

REQUIRED COMPETENCIES**PHYSICAL**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

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TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Use of computer, fax machine, copier, recording/transcribing machines, telephone, and laptop and various office equipment.

LICENSE OR CERTIFICATION

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TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date
